

Introducing
the not nearly as exciting
ink on paper version of...

My aspire™ Guide

...the printed companion
to the way more fun and
handy onscreen experience of
My Aspire Guide



aspire™
by Acer

Hey!
Wait
a minute!

Did you know your Acer Aspire comes with incredible multimedia software that was designed to show you all the cool stuff your computer can do? This book can be a handy desktop reference, but you'll receive much more in-depth information and instruction by firing up My Aspire Guide software. (It's located on your Windows 98 desktop and in the Tools 'N Stuff folder in Ace.) We're pretty sure you'll have more fun with the software, too.

(P.S. - If you're reading this because you're having trouble with your computer, check the Troubleshooting section in My Aspire Guide software or the "Need Help?" section in this book.)

Table of Contents

Welcome	1
Before You Start	2
Safety Instructions	2
Proper Setup and Placement Tips	4
An Introduction to Your Aspire	5
The System: Aspire Microtower	5
Setting Up Your Aspire	6
Turning Your Aspire On and Off	6
The Mouse	9
The Keyboard	10
The Monitor	12
The Speakers	12
Drives on Your Computer	13
Using Your Floppy Drive	15
Formatting a Floppy Diskette	16
Using Your CD-ROM/DVD-ROM Drive	17
Your Data/Fax Modem	18
Accessing the Internet	18
Connecting an Optional Printer	19
Printer Driver Installation	19
Connecting an Optional Serial Device	20
Connecting an Optional Joystick or MIDI Device	21
Getting the Most from Your Aspire Audio System ..	22
Playing an Audio CD	22
Adjusting the Volume	22
The Electronic Mixing Board	23
Adding Options to Your Aspire	24
Opening/Closing Your Aspire Microtower	24
Need Help?	27
My Aspire Guide - Software	27
Troubleshooting—General	34

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Troubleshooting—Error Messages	37
Additional Acer Services	39
Disclaimer of Warranties	41
Standard End User License Agreement	41
System Warranty Information	43
Limited Product Warranty	44
Garantie Limitée Sur Les Produits	48
FCC Statement	53
Acer Year 2000 Compliance Statement	54
CD-ROM Safety Warning	54
Caution on Lithium Batteries	55

Welcome and thank you for

purchasing an Aspire computer. You are now the owner of a multimedia computer system! Already installed on your system and ready to go are software programs designed to enable you to:

-  Create personal documents
-  Access the Internet and send and receive e-mail
-  Use your computer as a fax machine
-  Play audio CDs while you're working and tons more!

Whether you've owned a computer before or not, your Aspire was designed to improve the way you work and to serve your needs now and into the future.

Before You Start . . .

Make sure you read this section carefully for proper placement and important Safety Instructions on the use and care of your new computer. Please save these instructions for future reference.

Safety Instructions

- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a cloth mildly dampened with water for cleaning.
- Do not use this product in or near water.
- Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation; to ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- This product is equipped with a 3-wire grounding-type plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the purpose of the grounding-type plug.
- Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord.
- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed 15 amperes.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.

- Never spill liquid of any kind on the product.
- Do not attempt to service this product yourself; opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel. Service by persons other than Acer authorized service providers may void your warranty.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a • When the power cord or plug is damaged or frayed.
 - b • If liquid has been spilled into the product.
 - c • If the product has been exposed to rain or water.
 - d • If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.
 - e • If the product has been dropped or the cabinet has been damaged.
 - f • If the product exhibits a distinct change in performance, indicating a need for service.
- Replace battery with the same type as the product's battery we recommend. Use of another battery may present a risk of fire or explosion. Refer battery replacement to qualified service personnel.
- Warning! Battery may explode if not handled properly. Do not recharge, disassemble or dispose of in fire. Keep away from children and dispose of used battery promptly.
- Use only the proper type of power supply cord set (provided in your keyboard/manual accessories box) for this unit. It should be a detachable type: UL listed/CSA certified, type SVT/SJT, rated 6A 125V minimum, VDE approved or its equivalent. Maximum length is 15 feet (4.6 meters).
- Always unplug the computer and monitor before opening the housing or adjusting connections or cables.
- Use power strips with surge protection to protect your computer in the event of a power surge, due to severe weather such as a thunderstorm.

Proper Setup and Placement Tips

It's important that your computer be set up correctly and according to your own comfort and ergonomic needs. The following tips should make your workstation a comfortable and healthy place:

Monitor Level. Position your computer so that it is at arm's length away and the top third of the monitor viewing area is at eye level. This helps prevent eye and neck strain. To further reduce eye strain, close your eyes and refocus on something other than your computer screen at least twice an hour. Most monitors come standard with a detachable tilt-and-swivel base and adjustable, rear-mounted foot, which allow you to position the monitor exactly where you want it.

Your Seat. If you plan to use your Acer computer for extended periods (for example, in a home office environment.), select a highly adjustable office chair with a five-pronged base. The seat and chair back should be adjustable, while you're sitting in the chair, for height and tilt, and forward/backward positioning, and the lumbar area of the back should be supported by the chair adjustments or a cushion. Arm rests should conform to your elbow height and shoulder width and should be used for support. For maximum comfort, vary positions frequently throughout the day. Use good posture when seated, keep your head centered over your shoulders and, just like your mother always told you, don't slump over your work.

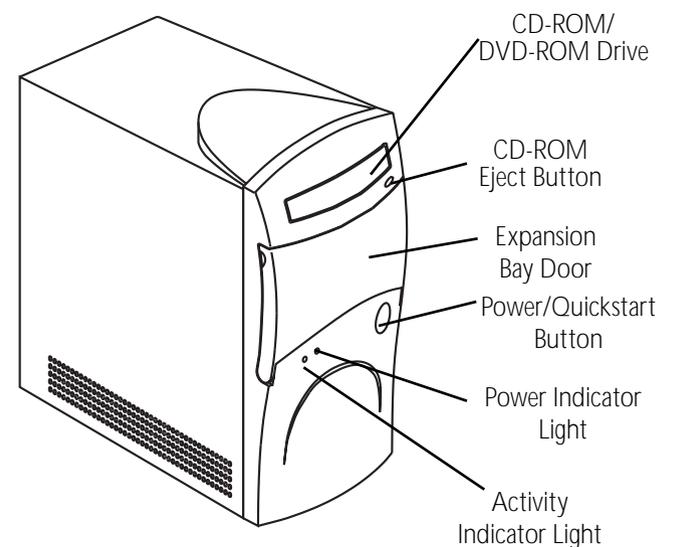
Anti-Glare Coating. Some monitor screens are constructed with a special anti-glare coating, which minimizes reflections that cause eye strain and discomfort. To further reduce eye strain, close your eyes and refocus on something other than your computer screen at least twice an hour.

Task Lighting. When room lighting is dimmed, there may be insufficient light on documents or reference materials for comfortable reading. A well-lit room or a few directional, adjustable task lights will allow you to see your monitor screen and other materials clearly, and with the least amount of strain.

Hand and Wrist. Keep your wrists straight and your forearms parallel to the floor while you are typing. If you use a wrist rest, use it only briefly for resting. Do not rest your hands on the table or on the wrist rest while you are typing. During long periods of typing, frequent breaks are recommended.

An introduction to Your Aspire

The System: Aspire Microtower



Setting Up your Aspire

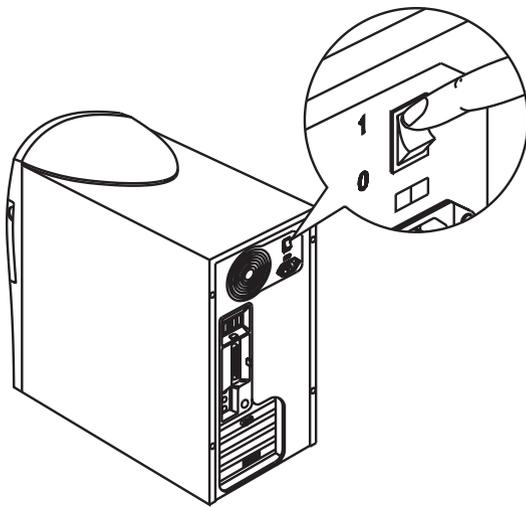
Refer to the Aspire Easy Setup Poster included in your system box for details on how to set up your computer.

Turning your Aspire on and off

You have two options for turning your Aspire on and off. Your Aspire was designed for you with convenience in mind. The Quickstart option allows your computer to instantly turn on and off, without waiting for a long start-up time. If you like the traditional approach better, you can use it instead.

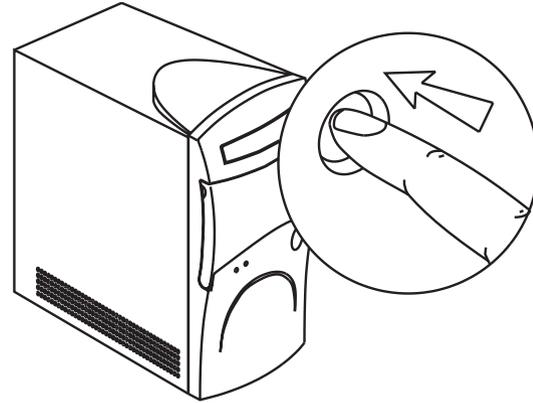
Turning on your Aspire

Note: Make sure that the AC master power switch located on the back of your system is in the ON position. Leave it ON at all times unless the system is being serviced.



1 • Press and release the monitor power button if it not on or blinking already.

2 • Press and release the computer power button (Quickstart or traditional start).



The monitor will begin displaying images after 5-10 seconds. The power indicator lights on the computer and monitor will be on.

Note: If you previously used Quickstart OFF when you were done using your Aspire, your computer will return to exactly where it was in just a couple seconds. If you previously shut down Windows 98, your computer will take 2-3 minutes to start.

Turning off your Aspire

Option 1: Quickstart OFF • Your Aspire will continue to run in the Quickstart OFF condition. It will appear that it is OFF. When you press the power button to switch your Aspire into the fully ON condition, it will do it in only a few seconds.

Option 2: Traditional OFF • If you want your Aspire to completely power OFF (if you need to unplug it):

- 1 • Click on the Windows Start button on the taskbar.
- 2 • Click on Shutdown.
- 3 • Click on Shutdown the Computer and click Yes. Your computer will guide you through saving any open files and then will shutdown Windows 98. Your computer will then turn off all computer power automatically. You will have to manually turn off your monitor after you see the computer power go off.

Refer to My Aspire Guide software for more in-depth options and recommendations for Quickstart and traditional on/off modes.

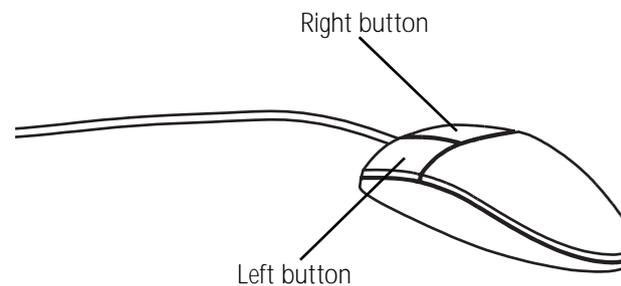
The Mouse

The mouse uses a cursor called a pointer. Pointers come in many different shapes but are most commonly shaped like an arrow.

Your mouse has two buttons: a left button and a right button. Quickly pressing and releasing one of these buttons is called clicking. Sometimes you will need to double-click—or click the same button twice quickly.

In this manual, click means to position your mouse point on an icon and to single click the left button. When a right click is required, this is stated clearly. Double-click also refers to the left button.

Note: If you are left-handed, please refer to your Windows 98 manual for instructions on how to set up your mouse for left-handed use.



Caring for your Mouse

Pointer movement on the screen is controlled by the movement of a small ball on the bottom of the mouse.

Using a mouse pad under your mouse will help to keep the internal parts of the mouse clean. A dirty mouse results in jerky pointer movement and difficulty getting the pointer where you want it on screen.

To clean your mouse:

- 1 • Turn the mouse upside down.
- 2 • Remove the ring holding the ball in place by turning it counter-clockwise.
- 3 • Using a lint-free cloth or a cotton swab dipped in rubbing alcohol, clean all moving parts.
- 4 • Insert the ball back into the mouse, making sure to turn the ring clockwise.

The Keyboard

The way keys are used varies from program to program. Here are some of the most common uses:

Esc key • exits the current action, screen, or program.

Tab key • moves the cursor over a set number of spaces in word processing software. In other types of programs, it moves the cursor from one field (an area on the screen where data can be entered) to the next.

Enter key • starts a new paragraph in word processing. In other programs, it accepts data entered or shows that an action is complete.

Shift key • Pressing this key while typing a letter or symbol key will give you the capital letter or symbol on the top of the key.

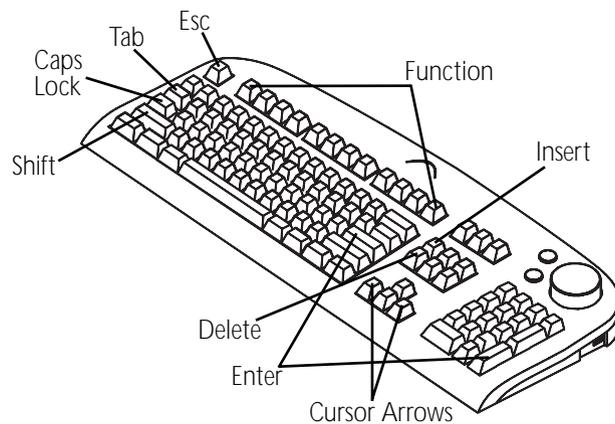
Caps Lock key • locks the capital letters in place. Pressing it again will take the Caps Lock off. (A Caps Lock indicator light will turn on when the Caps Lock is on.)

Function keys • numbered F1 through F12, each will perform a specific and well-defined function, should an application use them.

Cursor Arrow keys • move the cursor in the directions that the arrows point.

Insert key • when activated will insert data vs. typing over/replacing it.

Delete key • will delete data that is highlighted or to the right of the cursor.



Home key • takes you to the beginning of a line.

End key • takes you to the end of a line.

Page Up / Page Down keys • move you up or down a screen at a time.

Backspace key • is similar to the delete key above, but it will delete one character at a time to the left of the cursor.

Alt and Ctrl keys • These keys have varying functions on their own or when used with other keys, depending on the software being used.

Num Lock key and numeric key pad • When the Num Lock/Num Pad key is on, the keys on the numeric key pad can be used for entering numbers. When it's off, these keys become arrow keys, page up and page down keys—as indicated on the bottom half of the key.

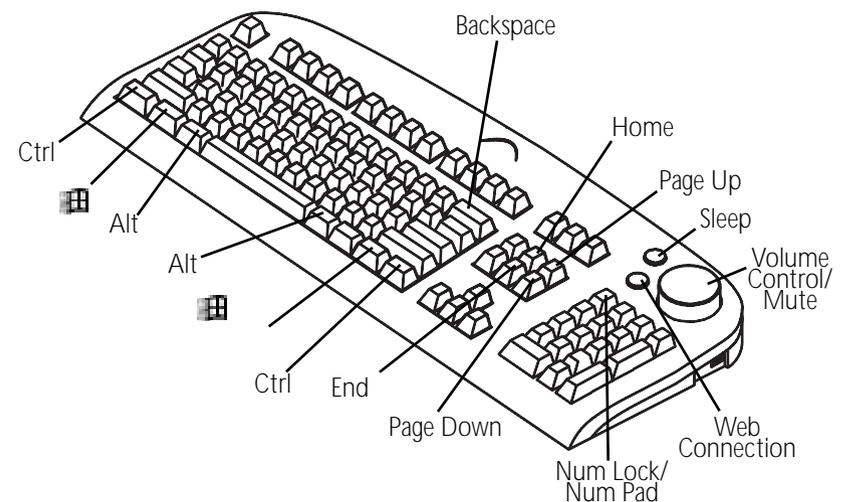
Sleep • puts your computer into sleep mode.

Volume Control / Mute • controls the speaker volume. Press to mute.

Web Connection • starts up the Internet browser.

 • brings up the Windows 98 START menu.

 • displays drop-down menus from icons (same as right click) and currently active applications.



The Monitor

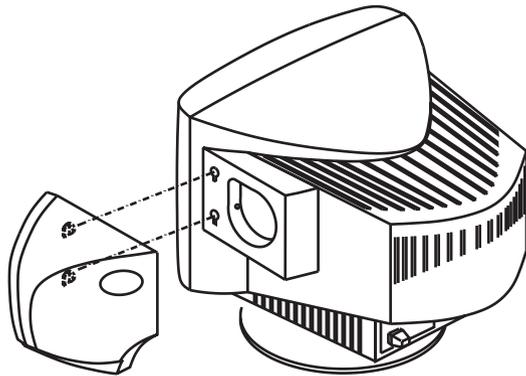
Refer to the manual that came with your Aspire monitor for more information on the monitor features.

The Speakers

Your system comes with uniquely-designed speakers that can be attached to the monitor.

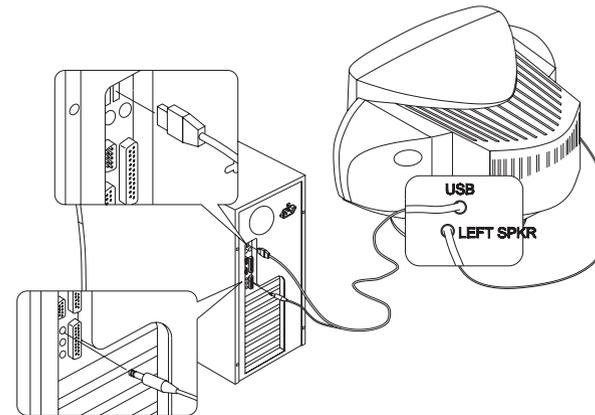
To connect the speakers to the monitor:

- 1 • Locate the left and right speaker brackets that came with your speaker package.
- 2 • Locate the brackets on the sides of your Aspire monitor.
- 3 • Align and insert the holdfasts on the speakers into the key holes. Then slide the speakers down to secure them to the brackets. See the following figure:



Unlike ordinary speakers, the speakers that came with your Aspire system do not use a power adapter. Instead, they share power with your system via the USB interface.

Connect the speakers to your system as shown in the following figure:



Drives on Your Computer

Whether it's the software program that you bought from your local computer store or the shopping list you just typed up using your word processor, all information in a computer is stored electronically.

To save (write) data or retrieve (read) data, the computer uses a drive. There are different ways to store data, and every different type of data storage has a specific drive.

Three different types of drives come with your Acer computer:

The Hard Drive

Your fixed or hard drive is located inside your computer. This drive is typically called the C: drive in Windows 98.

The Floppy Drive

This drive uses removable 3.5-inch floppy disks and is called the A: drive.

The CD-ROM Drive

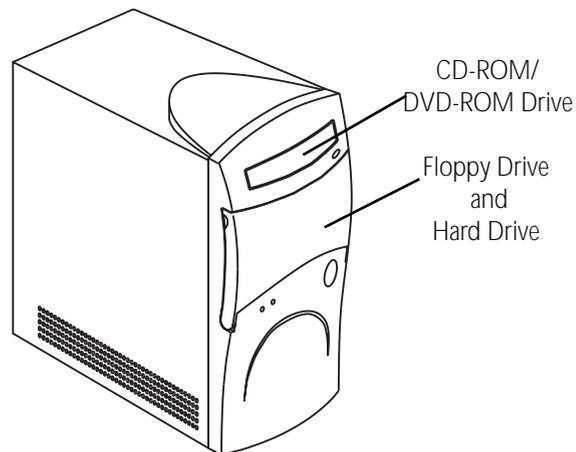
The CD ROM drive uses CDs (Compact Discs) instead of floppy disks, and it is Read Only Memory, which means that the computer can read data from the disc, but cannot write anything new on it. It is typically called the D: drive. On some computers, the CD-ROM may be another drive letter. Please refer to My Computer for the current drive letter assignment on your Windows 98 desktop.

The DVD-ROM Drive

The DVD-ROM (Digital Versatile Disc or Digital Video Disc Read Only Memory) is a new type of CD-ROM. It can hold capacities ranging from 4.7 GB to a maximum of 17 GB, and can support access rates from 600 Kilobytes per second to 1.2 Megabytes per second. It is backward-compatible with CD-ROMs which means that DVD players can play not only DVD-ROMs, but old CD-ROMs, CD-I disks, video CDs, and CD-R disks as well. DVD uses MPEG-2 to compress video data.

Note: All of the information you save on your hard drive takes up space, so you will want to clean it up periodically to maintain the best performance.

Refer to My Aspire Guide for more information on scanning and analyzing the information on your hard drive.



Using Your Floppy Drive

Floppy disks are used for putting data into your computer or for taking it out.

- 1 • Insert the floppy disk into the drive, as shown. (The metal circle on the disk's underside should be facing down.)
- 2 • Push it gently until it pops into place.
- 3 • Remove the floppy disk by pressing the eject button.



Why Disks? (Or Discs, For that Matter...)

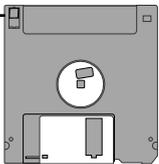
The advantage of a floppy disk or CD is that it makes data portable. Practically all newly purchased software comes in one of these two formats. Data is often exchanged between computers on floppy disks. Be aware that there is an inherent danger of virus infection in casual swapping or sharing of floppy disks with your friends and associates. Files, applications or programs downloaded from the Internet also carry possible danger. Refer to My Aspire Guide or page 25 for more information.

Write Protecting a Floppy Diskette

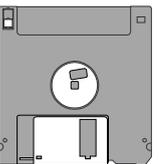
When the write protect notch is open, data cannot be written to (saved on) the disk. The notch must be closed for data to be written to (copied on) the disk.

Write protecting diskettes is a good way to keep them safe from viruses, should you use them in a different computer.

Write-Protect Tab
(can be saved on)



Write-Protect Tab
(cannot be saved on)



Formatting a Floppy Diskette

A floppy disk is, basically, just a thin piece of magnetic tape on which data can be stored electronically. Most floppy disks are protected with a hard plastic case.

Before a floppy can be used, it must be formatted, or made ready to accept data.

Note: Many stores sell pre-formatted 3.5" floppy disks.

- 1 • Make sure your floppy is not write-protected. (See sidebar for instructions).
- 2 • Insert the diskette into your floppy drive.
- 3 • Click on the **Start** button, point to Programs, and click on Windows Explorer.
- 4 • Point to 3.5-inch Floppy (A:) under My Computer.
- 5 • Click on the right mouse button, then select Format.
- 6 • Click on **Start**.

Cautions:

- Formatting a disk removes any data that might have been saved on that disk.
- Be sure to keep your disks away from heat and other magnetic items that can damage the disk and the information on it.

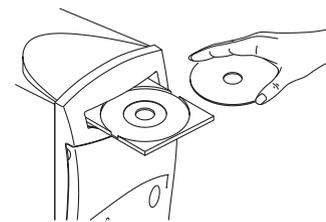
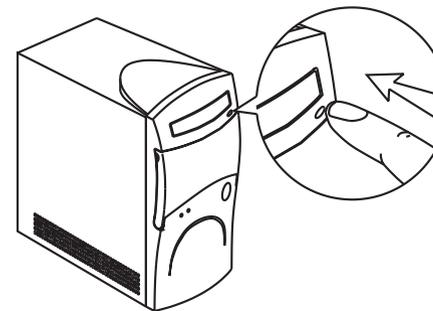
Using Your CD-ROM/DVD-ROM Drive

Unlike floppy disks, CD-ROM/DVD-ROM discs can be used only for putting data into your computer. Your Acer computer can use two types of CD-ROM discs: audio discs and data discs.

Data CDs can hold a lot of information and very large programs. One CD can hold more information than is contained on 450 floppy diskettes.

Press the eject button to manually open or close the CD tray. To insert a CD or a DVD, place it in the tray with the title side facing up, then press the CD eject button to close it.

Note: It may take up to 30 seconds for a disc to stop spinning before the drive opens up. If you try to run the software when you first insert the CD (or DVD) and you get an error message like Drive Not Ready, wait a few seconds, then try again.



Note: Your CD-ROM/DVD-ROM drive will probably emit a sound like that of a fan. Unless you are having other problems with your drive, you should not be concerned.

Caring for your CDs

A CD or DVD has two sides:

- The title side tells you which CD/DVD it is.
- The data side stores all the data.

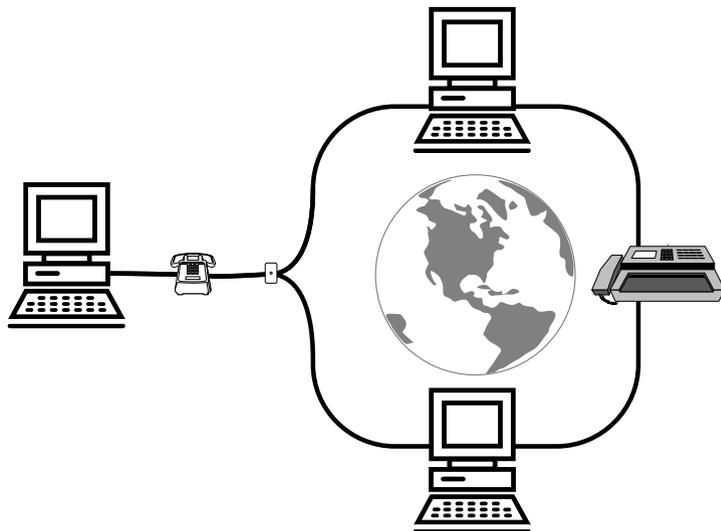
CDs and DVDs are fragile, so when handling your CDs or DVDs, hold them by the edges to avoid leaving smudges or fingerprints. Always keep them in a disc case when not in use to avoid scratches or other damage. *Any kind of dirt or damage can affect the data on the disc, impair the CD lens reader on the CD-ROM/DVD-ROM drive, or stop the computer from successfully reading the disc.* To clean your CDs or DVDs, use a clean, dust-free cloth and wipe in a straight line from the center to the edge. Continue around the whole disc. (DO NOT wipe in a circle.) You can also periodically clean your CD-ROM/DVD-ROM drive to prevent problems from reading discs on your computer. For more information, refer to the Cleaning Kit that came with your system.

Your Data/Fax Modem

Your data/fax modem makes it possible for you to communicate electronically around the globe.

Once you've plugged your telephone line into your Acer computer, you can:

- Access the Internet*
- Send and receive faxes
- Send and receive e-mail*



Accessing the Internet

Your Aspire computer comes with the ability to link to the Internet.** With the Internet you can visit Acer for updates, send e-mail to friends and family, book vacations, read up on the latest blockbuster movie, and much, much more. All you need is a phone line to hook the modem up to, and an account with an Internet Service Provider, such as GTE, America Online, AT&T, or Prodigy.

* Requires an account with an Internet service provider.

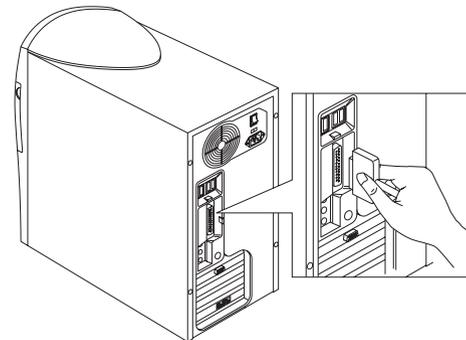
** You may be required to pay toll charges, monthly or hourly usage fees, and other setup charges.

Check with the Internet Service Provider for details.

Connecting an Optional Printer

- 1 • Make sure your computer is completely turned off (see p. 6).
- 2 • Plug the printer cable you purchased with your printer from the printer to the printer port on the back of your computer.
- 3 • Plug your printer power cable into a wall outlet or power strip.
- 4 • Turn on the printer.
- 5 • Turn on the computer.

Note: For printer driver installation to go smoothly, it is important to turn on your printer first so Windows 98 can recognize that a printer is connected to the computer.



Printer Driver Installation

To print from your Aspire, you need a printer driver—a program that tells your computer what kind of printer it is printing to.

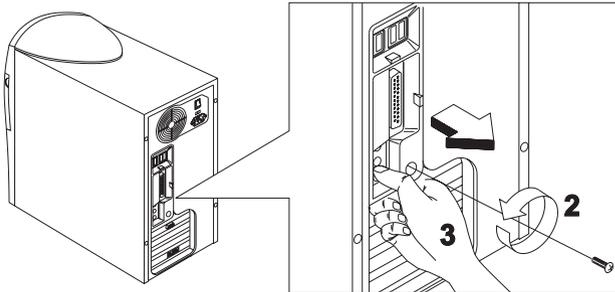
Windows 98 has automatic detection for all of the more popular printers. If your printer is not available in Windows 98, look in the printer's user guide for instructions. Please contact the manufacturer of your printer if you have problems or questions.

- 1 • Click on the  **Start** button.
- 2 • Point to Settings, then click on Printers.
- 3 • Select Add Printer, and double-click.
- 4 • Follow the directions on the screen, and be sure to test the printer when prompted.

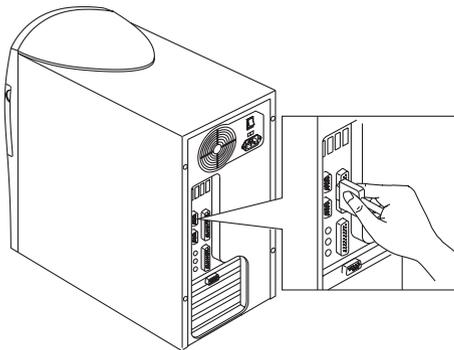
You should now be able to print successfully from your Aspire.

Connecting an Optional Serial Device

- 1 • Before you proceed, make sure your computer is completely turned off (see p. 6).
- 2 • On the back of your computer, remove the screw that holds the rear panel cover.
- 3 • Lift the rear panel cover to detach it from your computer.

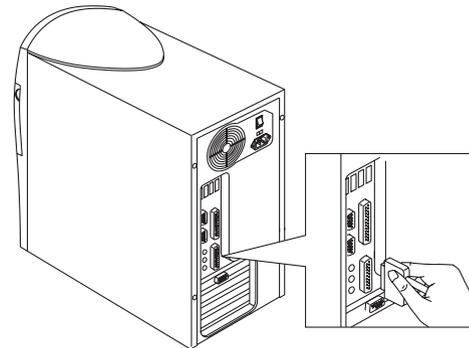


- 4 • Locate the two serial ports on the back of your computer.
- 5 • Plug your serial device cable into either of these two ports.



Connecting an Optional Joystick or MIDI Device

- 1 • Before you proceed, make sure your computer is completely turned off (see p. 6).
- 2 • Remove the rear panel cover (see steps 2 and 3 of the previous section).
- 3 • Locate the Game/MIDI port on the back of your computer.
- 4 • Plug your joystick or MIDI device cable into this port.



Getting the Most from Your Aspire Audio System

Playing an Audio CD

Would you like to play a little music while you work? Pop your favorite audio CD into the CD-ROM drive, wait ten to twenty seconds and, voila! Music!

When the Windows 98 CD Player is running, the program icon will display on the task bar at the bottom of the screen:



Adjusting the Volume

There are three ways you can adjust the volume on your audio CD:

- 1 • Turn the volume knob on your keyboard to increase or decrease the volume. Press the knob to mute.



- 2 • Click on the  **Volume** icon on the task bar at the bottom of your screen.



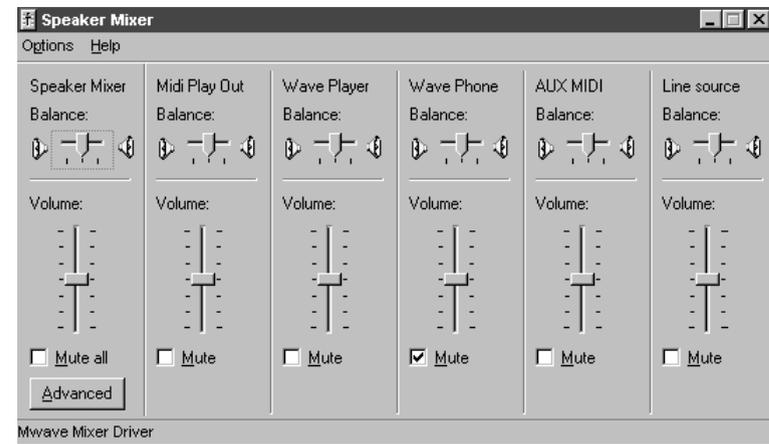
A volume control will pop up. Drag the volume control lever with your mouse until you find the level you want.

- 3 • Double-click on the **Volume** icon to use the electronic mixing board.

The Electronic Mixing Board

Your Aspire computer comes with an electronic mixing board that enables the experienced audiophile to make the most of the stereo sound system.

- 1 • Double-click on the **Volume** icon on the task bar at the bottom of your screen. The Speaker Mixer window will open:



Refer to My Aspire Guide software to set defaults.

- 2 • All of the options on this screen can be adjusted by dragging the slider bars.

Note: The controls were balanced in the factory. We recommend that you do not change these settings unless you have some familiarity with sound mixing. If you do change them and want to return to the factory settings, follow the procedure below:

Restore Original Mixer Settings

- 1 • Launch My Aspire Guide.
- 2 • Select Service Center from the menu.
- 3 • Select Maintenance Tools.
- 4 • Select the Restore Original Mixer Setting option.
- 5 • Select OK to reset mixer to factory default settings.
- 6 • Choose the reboot Windows option to complete the modifications.
- 7 • Check to see if your problem has been resolved.

Adding Options to Your Aspire

Connecting USB Devices

The Universal Serial Bus (USB) on your Aspire allows for easy and convenient expansion options. With it, installing devices such as digital cameras, scanners, and joysticks is a breeze. Please refer to My Aspire Guide software for complete descriptions and question-and-answer troubleshooting information regarding USB devices.

You can add hard drives, memory, expansion cards, and other options to your Acer Aspire. For directions on upgrading/disassembly of the computer chassis, please refer to My Aspire Guide videos and software.

You can find information regarding your motherboard jumper settings by referring to the panel inside your Aspire chassis.

Note: You can go onto the Internet and visit the following websites for upgrades and accessories specific to your Aspire:

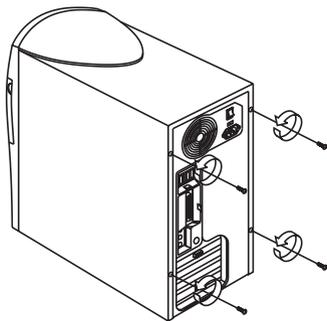
<http://www.shopacer.com>
<http://www.aspire.acer.com>
<http://www.acer.chumbo.com>

Opening/Closing Your Aspire Microtower

Caution! Always turn off your computer and unplug it before opening the case. For more information on the complete system shut-down, refer to "Turning Your Aspire On and Off" on page 6.

Removing the Cover

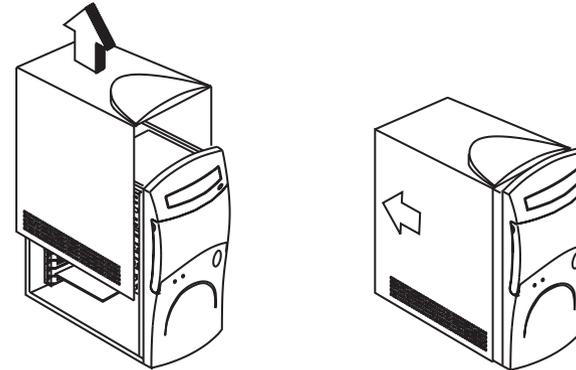
- 1 • Place the system on a flat steady surface.
- 2 • Remove the four screws from the rear panel. Set the screws aside. You will need them when replacing the cover.



- 3 • Push the cover slightly backward as shown in the following figure.

- 4 • Lift up the cover.

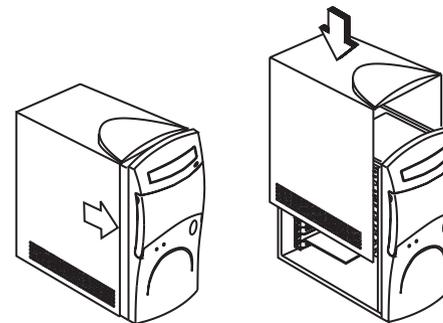
Note: For directions on upgrading and assembly/disassembly of the computer chassis, please refer to My Aspire Guide software.



Replacing the Cover

After you install the system components into the housing, you must replace the cover panel.

- 1 • Position the top cover on the housing, aligning the sides with the rails.
- 2 • Slide the cover forward until it fits into place.

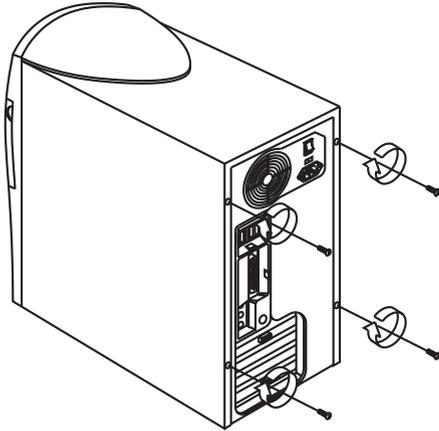


Electrostatic Discharge Precautions

Always observe the following electrostatic discharge (ESD) precautions before installing a system component:

- ESD can cause permanent damage to your computer.
- Do not remove a component from its antistatic packaging until you are ready to install it.
- Wear a wrist grounding strap before handling electronic components. Wrist grounding straps are available at most electronic component stores.
- At a minimum, keep a hand in contact with the metal system housing to reduce the ESD effect.

- 3 • Secure the cover with the appropriate screws.



Need Help?

Acer is dedicated to bringing you a reliable and easy to maintain computer. We realize, though, that problems can arise unexpectedly. Therefore, your Aspire computer comes pre-installed with a suite of tools to provide easy maintenance and help when using your computer. My Aspire Guide is a handy online technical reference guide including pictures and videos. My Aspire Guide integrates all of your computer's diagnostic and maintenance tools. The Service Center is where you go to prevent or correct problems that may occur.

My Aspire Guide—Software

My Aspire Guide comprises the following areas:

- **Welcome** gives you a brief introduction about the My Aspire Guide software.
- **Service Center** provides tools that will help you prevent or correct problems that may occur while using your computer.
- **Maintenance** provides routine maintenance tools and information on how to take care of common computer components.
- **How To...** tells you how to install components and software on your computer, as well as how to customize it.
- **Software Training** gives step-by-step instructions on how to properly run the software installed in your computer to take full advantage of its features.
- **Troubleshooting** gives advice on how to solve common problems that may occur on your computer.
- **Customer Services** gives information on where and how to get help from Acer and other vendors of your computer.
- **Glossary** contains the definitions of the technical terms used in the My Aspire Guide software.

Service Center

The Service Center contains four main segments:

- **Diagnostics** provides utilities to assist you in testing your computer and its components to ensure that everything is functioning correctly.
- **Maintenance** provides tools to keep your computer running smoothly and operating at optimal performance.
- **Repair** provides tools to fix monitor problems that may occur on your computer.
- **Support on the Web** provides ways to get help from Acer or other vendors of your computer.

Diagnostics Tools Menu

The Diagnostics Tools Menu has the following options to choose from:

• *Registry Repair*

A number of Windows problems are caused by incorrect or corrupted registry entries. Use this tool to verify your registry health, fix problems or to make a backup copy.

- 1 • Select the Registry Repair option.
- 2 • Follow the onscreen directions and tips.
- 3 • Wait for the results to be displayed.

• *Hardware Diagnostics*

The Hardware Diagnostics option contains tests that you can run to verify the functionality of your computer's hardware components. If you suspect that you may have a hardware component failure, you will need to run this program prior to contacting Acer Technical Support.

- 1 • Select the Hardware Diagnostics option.
- 2 • Follow the directions on the screen.

Maintenance Tools Menu

When you enter the Maintenance Tools Menu, you will have the following options to select from:

• *Defragment Hard Drive*

This is a Windows 98 option designed to help keep data stored on the hard drive in an optimal configuration for performance and reliability. We recommend this program be run 1-2 times per year.

- 1 • Select the Defragment Hard Drive menu item.
- 2 • Choose the default drive "C:" to run the test.

Note: We recommend that you turn off the screensaver or any other programs that use the hard drive while scanning the hard drive. If any program attempts to access the hard drive, the scan or defrag will restart.

• *Scan Hard Drive for Errors*

This is a Windows 98 option for finding and correcting errors on your hard drive. You should run this program every 2-3 months to avoid loss of data due to problems with the storage of information.

- 1 • Select the Scan Hard Drive for Errors option.
- 2 • Click on Start to run the Standard Scan.

3 • This test will take a while to complete. Throughout the scan, you may be asked if you wish to correct any errors that have been located. We recommended that you allow the program to fix these problems. In some cases, you may be warned that you could lose data. This is normal, and most data that is corrupted may not be needed. Each error needs to be treated on a case-by-case basis.

- 4 • Once the program has been completed, you will be asked if you wish to scan another drive. Under the Standard Scan, this will not be necessary, and you may exit the program.

- *Maintenance Wizard*

The Windows 98 Maintenance Wizard allows you to configure multiple common housekeeping chores for your computer to run automatically. These include Disk Defragmentation, Scan Disk and Disk Clean-Up (this removes unwanted and unused files from your hard drive).

- 1 • Select the Maintenance Wizard option.
- 2 • You will be offered the choice of Express or Custom set-up. Choose Express until you have a clear understanding of what each of the various tools does.
- 3 • Follow the step-by-step directions to set up your own maintenance schedule.

- *PCcillin Scan*

This anti-virus program is designed to scan and clean computer viruses from your hard drive, floppy drive and computer. A manual scan on the hard drive should be performed on a regular basis to ensure the integrity of your computer data. In addition, it is important to update your virus scanning software on a regular basis. Fixes for newly discovered viruses may not be included in the original software provided with your system. Please contact the vendor of your anti-virus software for updates and pricing.

- 1 • Select the Start menu. Go to Programs and find the anti-virus program that came with your system.
- 2 • From the main virus check menu, you are given additional options. In most cases, you will want to scan your main hard drive.
- 3 • Select the drives, directory, or files you want to scan.
- 4 • Once you have made your choices, you may select the scan option to begin the virus check. If the PCcillin scan finds any infected files, it will list several options for you to follow.

Repair Tools Menu

- *Install Software*

This option enables you to install software titles and selected software drivers on your system by simply loading the Acer System Recovery CD in the CD-ROM drive. Installation is done automatically.

- *Aspire Time Machine*

If your system was in good health yesterday, or last week, use this tool to take your system's critical files back to that time.

- **If you are running Windows, do the following:**

- 1 • Select the Time Machine option.
- 2 • Follow the onscreen directions and tips.
- 3 • Wait for the results to be displayed.

- **If you are running DOS, do the following:**

- 1 • Boot from Acer System Recovery CD.
- 2 • Select the Time Machine option.
- 3 • Select the date you want to restore your system to.
- 4 • Follow the onscreen instructions and tips.
- 5 • Wait for the results to be displayed.

- *Acer System Recovery CD*

The Acer System Recovery CD includes a set of programs designed to restore your computer to its original factory software configuration. You should back up your data prior to using these utilities. The Acer System Recovery CD has three different types of repair options. Choose the option you need carefully because some may delete all of your personal files.

Aspire Time Machine

If your system was in good health yesterday, or last week, use this tool to take your system's critical files back to that time. Follow the same procedures listed above.

Rebuild the Drive

- **Non-Destructive:** If your problems are not resolved by Quick Fix, select this option to restore Windows 98. You will not lose any personal files, but applications that were installed after you purchased your computer may not function correctly. You may need to reinstall these applications.

- **Full-Rebuild:** If you continue to have problems after trying the other options, you may need to rebuild the hard drive back to its original factory configuration. This option will partition, format and reload the hard drive. All personal files will be lost. Be sure to back up your files before you run this option.

- 1 • Before you start, make sure you have closed any open applications and saved your files.
- 2 • Select the Acer CPR option.
- 3 • You will be prompted to insert the Acer Software Library CD into the CD-ROM. The tray will open automatically.
- 4 • When you have inserted the CD, click OK to close the tray.
- 5 • The computer will shut down Windows 98.
- 6 • After the computer has rebooted, you will have multiple options. Choose Rebuild Hard Drive.
- 7 • A new menu will appear. You will have two options to select from: Quick Fix or Rebuild the Drive. Choose the option that best describes your problem. During this process, you may be prompted for information about your computer, such as a "DS" number. This information is on a label, usually located on the side of your computer or inside the front panel door.

Support on the Web

Acer has placed a self-help center on the World Wide Web. This offering is designed to give you the opportunity to solve your computer problems and learn more about the Acer computer. This site is available 24 hours a day and provides the latest information on your computer.

- 1 • Make sure you have set up an account with your own Internet Service Provider.
- 2 • Select the Acer Support on the Web option.
- 3 • Once you have selected this option, your Internet Browser will automatically launch. If you are not already connected to the Internet, a dialog box will display and you will be asked to establish a dial-in connection to your Internet Service Provider.
- 4 • Once your Internet connection has been established, you will have access to a library of information about your computer.

A list of who to contact for technical support is also provided on the web. This information is very helpful, especially when you are experiencing major problems with your computer.

Maintenance

The Maintenance area contains the following options:

- **ScanDisk** checks your hard disk for possible errors.
- **Disk Defragmenter** rearranges files and space to enable programs to run faster.
- **Disk Cleanup** searches your hard disk for unwanted program files that you can delete.
- **Maintenance Wizard** lets you schedule utilities to run on a regular basis.
- **CD-ROM Cleaning** gives tips on how to clean your CD-ROM drive.
- **Floppy Drive Cleaning** gives tips on how to clean your floppy drive.
- **Mouse Cleaning** gives tips on how to clean your mouse.

How To...

This section contains information on how to upgrade and customize your computer according to your needs and preferences. It is divided into two segments: Hardware and Software Questions. Related information follows each segment. Simply click on the desired task to perform and follow the onscreen instructions.

Software Training

There are several software packages preloaded on your computer. To take full advantage of the software, you need to know how to use it. This section of the My Aspire Guide not only gives you step-by-step instructions on how to do common and useful tasks, but also makes learning fun and easy.

Troubleshooting—General

Refer to My Aspire Guide software for complete troubleshooting information on your system.

Here are some answers to commonly asked questions:

The Start button is not displayed on screen.

The taskbar has either been resized too small or it is in a hidden location.

To retrieve the taskbar:

- 1 • Press the  Start key on the keyboard.
- 2 • Press the **Esc** key to close the start menu. (The taskbar is still selected.)
- 3 • Press the **Alt + Spacebar** keys together and select “size.”
- 4 • Use the **Arrow** keys to resize the taskbar to the desired size and press the **Enter** key when done.

My computer will not shut off completely.

For more information and recommendations regarding the use of Quickstart and Traditional power on/off, refer to My Aspire Guide software.

My CD-ROM does not always work, and it does not eject all the time.

- 1 • The CD being used is most likely dirty or scratched. Clean the CD.
- 2 • If cleaning the CD doesn't correct the problem, refer to My Aspire Guide.

My keyboard doesn't work.

- 1 • Press the **Caps Lock** key several times to see if the keyboard LED light turns on and off.
- 2 • If it does not, make sure the keyboard cable is securely plugged into the back of your computer.
- 3 • If the problem persists, refer to the Acer Service Center and choose Diagnostic Tools Menu, Hardware Diagnostics.

My modem connects, but there's no dial tone.

- 1 • Check to see if the phone lines (in and out) are properly connected—sometimes the line to the phone and the line to the wall jacks are reversed. If needed, refer to the Easy Setup poster that came with your Acer computer.
- 2 • Ensure that all phones using this line have been hung up.

My modem does not work.

- 1 • Ensure that the line from the wall jack is plugged into the jack on the back of the computer labeled **Line** or **Wall**.
- 2 • Ensure that the line from the wall jack to the computer is tightly plugged in on each end.
- 3 • If the modem still doesn't work, disconnect any phones or other equipment that may be on the same line.
- 4 • If the modem still doesn't work, temporarily disable any special services on the line, such as call waiting.

My monitor remains dark when the system is turned on.

- 1 • Make sure that the monitor power indicator is lit.
- 2 • Check brightness and contrast settings.
- 3 • If the problem persists, ensure that the monitor is plugged in and the cable from the monitor to the computer is securely attached.

My monitor will not turn on.

- 1 • If the monitor **Power** button light is not lit, verify that the monitor is plugged into a power source.
- 2 • If the monitor **Power** button light is lit, but is blinking instead of steady, verify that the monitor video cable is fully connected to the computer. If needed, refer to the Easy Setup poster.
- 3 • If the computer **Power** button light is blinking, press it once.
- 4 • If necessary, unplug the computer and monitor, then inspect the monitor cable connector for bent or broken pins.

My mouse movement is erratic.

Clean your mouse:

- 1 • Turn the mouse upside down.
- 2 • Remove the ring holding the ball in place by turning it counter-clockwise.
- 3 • Use a lint-free cloth or a cotton swab dipped in rubbing alcohol to clean all moving parts.
- 4 • Insert the ball back into the mouse and replace the ring, making sure to turn the ring clockwise until it is securely back in place.

My sound is bad or uneven, or my system has no sound.

- 1 • Turn up the volume on the keyboard control.
- 2 • In Windows 98, double-click on the **Volume** icon (located near the clock in the taskbar) to verify that the volume control is up and mute is not turned on, or use the volume knob on your keyboard.

My system freezes.

If your system hangs up, or freezes for some reason, you can re-boot (restart) the computer by pressing the **Ctrl+Alt+Del** keys simultaneously. Follow instructions on the screen.

If this does not successfully restart the system, you have another option:

- 1 • Push the **Power** button on your computer, holding it in for approximately four seconds or until your screen goes dark. This will completely turn off your computer.
- 2 • Push the **Power** button again to turn the computer back on.

Note: Whenever you reboot your system, you will lose any unsaved data.

My floppy drive won't read my disk.

- 1 • Eject the disk from the floppy drive, then reinsert it and try again.
- 2 • Verify that the disk is correctly formatted. You will lose any data on this disk if you format it.
- 3 • Verify that the problem is the disk, not the drive, by checking another floppy that you know is valid.

Troubleshooting—Error Messages

I keep getting one of the following error messages:

Equipment Configuration Error

This error occurs when the CMOS settings (see glossary on My Aspire Guide software) have been changed to a configuration that prevents successful boot-up. Press the **Ctrl + Alt + Esc** keys, after the beep during boot process, then select Restore Default Settings to restore original CMOS values.

Non-system disk

Check and make sure that you do not have a disk in your floppy drive. If you do, remove it. If you still get this error, do a CPR Quick Fix Boot to fix the start up files on your hard drive.

CMOS Battery Error

Call Acer Technical Support.

CMOS Checksum Error

Press the **Ctrl + Alt + Esc** keys, after the beep during the boot process, then select Restore Default Settings to restore original CMOS values. If the error message continues, call Acer Technical Support.

Diskette Drive Controller Error or Not Installed

Call Acer Technical Support.

Diskette Drive Error

Diskette may be defective. Verify with a known good diskette.

Diskette Drive A: Type Mismatch

Press the **Ctrl + Alt + Esc** keys, after the beep during boot process, then select **Restore Default Settings**.

Hard disk Controller Error

Refer to Acer Service Center and run the Hardware Diagnostics.

Hard disk 0 Error

Refer to the Acer Service Center and choose Maintenance Tools Menu, scan Hard Drive for Errors. Please contact Acer technical support for more help.

Hard disk 1 Error

Refer to Acer Service Center and choose Maintenance Tools Menu, scan Hard Drive for Errors.

Keyboard Error, No Keyboard Connected or Keyboard Interface Error

Check that the keyboard is securely plugged into the correct port on the back of the computer.

Additional Acer Services

About the Aspire Web Site*

This Internet site has answers for the most frequently asked support questions and offers a searchable database of extensive technical information, new product data and upgrade information. Use it:

- When you can't find the information you need in your manual or online help, and before you call Technical Support.
- When you want to find upgrade information or bug fixes.
- When you're curious about Acer!

For assistance:

Internet Address: <http://www.aspire.acer.com>

Taiwan: <http://www.sertek.com.tw>

* requires an account with an Internet Service Provider.

Acer Technical Support

During the warranty period, should you have a problem with your system or if you think something isn't working, contact Technical Support. Acer Technical Support provides help for warranty related issues, such as a hardware problem.

Before you contact Acer, please take 10 minutes to run the Hardware Diagnostics. This will help us provide you with better quality support.

You can run the Hardware Diagnostics directly from the Acer Service Center or proceed with these five steps:

- 1** • With your computer powered on, place the Acer System Recovery CD in the CD-ROM drive.
- 2** • Go to the Start Menu, and select Shutdown to restart the computer.
- 3** • After the computer has rebooted, select Diagnostics.
- 4** • Select "Q" for Quick Test. This test will take about 10 minutes.
- 5** • Record all results.

These simple steps will help the Acer technician to better determine the cause of your problem. Make sure you have your computer serial number and part number before you call.

For assistance, call:

US: 1-800-910-2237 (toll free)
6am - 10pm PST, 7 days a week*.

Taiwan: 632-080-021147 (toll free)
9am - 5pm, Monday through Friday

* Hours subject to change.

For more information on how to get help from Acer Technical Support, please refer to My Aspire Guide software.

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Disclaimer

Not all features described in this handbook will be available on all models. Acer is continually updating its products to meet customer needs and hardware and software specifications may vary from time to time. Please refer to your box label for the specifications for your particular system.

Join Us to Fight Against Piracy

The Acer Group has been implementing a policy to respect and protect legitimate intellectual property rights. Acer firmly believes that only when each and every one of us abides by such policy can this industry provide quality service to the general public. Acer has become a member of the Technology Committee of the Pacific Basin Economic Council, which is encouraging the protection and enforcement of legitimate intellectual property rights worldwide. Moreover, in order to ensure quality service to all our customers, Acer includes an operating system in Acer computer systems which is duly licensed by the legitimate proprietors and produced with quality. Acer commits itself and urges all its customers to join the fight against intellectual property piracy wherever it may occur. Acer will pursue the enforcement of intellectual property rights and strive to fight against piracy.

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7 • Restricted Rights Legend. In the case where the Software is license to a U.S. Government agency, you agree that the Software is commercial computer software and, together with related materials, are subject to the restrictions on U.S. Government use, duplications or disclosure as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013, subparagraph (g)(3)(i) of FAR 52.227-14, Alternate III, or other applicable regulations concerning Restricted Rights.

8 • Miscellaneous. You agree not to export or re-export the Software without the appropriate United States or foreign government licenses. This Agreement will be governed by the laws of the State of California, as they apply to agreements between California residents, without giving effect to choice of law provisions. This is the entire agreement and supersedes any prior agreement, whether written or oral, relating to the subject matter of this Agreement.

AcerCare - Warranty Upgrades and Extensions

Upgrade or extend the standard warranty that covers your Acer computer.

For assistance, call:

US: 1-800-223-7703

Taiwan: 632-080-021147

Check the warranty information included in the handbook and the Acer Information Center software installed on your system for details.

Shop Acer

Find out about accessories and upgrades that you can purchase for your computer.

For assistance, call:

US 1-800-381-2237

Taiwan 632-080-021147

Internet Addresses: <http://www.shopacer.com>
<http://www.aspire.acer.com>
<http://www.acer.chumbo.com>

System Warranty Information

For Limited Product Warranty information, please refer to the following pages. For other service options, refer to the Acer Information Center software installed on your computer.

The Acer warranty does not cover the following:

- Acer products purchased from any source other than Acer or its authorized resellers
- All software and hardware not factory pre-installed
- Questions regarding all software, including factory pre-installed software
- Online services, including the Internet
- Damage from misuse, abuse, or neglect
- Coverage for anyone who purchases, leases, or otherwise obtains an Acer computer from the original owner

- Improper installation or use of third-party hardware products
- Modification of the Acer computer
- Product that requires periodic replacement, such as notebook batteries, etc.
- Damage or loss of any programs, data, or removable storage media
- Any consequential damages including lost profits or business

Limited Product Warranty

Acer, in an effort to provide computers of the highest quality and reliability, subjects all its computers and components to extensive testing and inspection procedures. Acer's manufacturing facilities have been certified to ISO-9000 international quality standards. Before a component can be eligible for installation in an Acer computer offered for sale, it must first pass stringent quality, inspection and testing procedures. Be assured that this Product and its components have met Acer's highest quality, testing and inspection procedures for new products and are fully backed by Acer's limited warranty.

A • Acer Limited Warranty

Acer warrants the Product you have purchased from Acer or from an Acer Authorized Reseller to be free from defects in materials or workmanship under normal use during the warranty period applicable to the Product as defined in the Warranty Reference Table. The warranty period commences on the date of purchase. Your original purchase invoice (sales receipt), showing the date of purchase of the Product, is your proof of the date of purchase. This warranty extends only to you, the original Purchaser. It is not transferable to anyone who subsequently purchases, leases or otherwise obtains the Product from you. It excludes expendable parts.

During the warranty period, Acer will, at no additional charge, repair or replace defective hardware with factory-refinished parts or products. All exchanged parts and Products replaced under this warranty will become the property of Acer.

In the event the Product exhibits a defect in material or workmanship within the warranty period, Acer will provide the warranty services applicable to the Product as defined in the Warranty Reference Table.

B • Registration

To ensure timely response to a service request, please complete the Acer Warranty Registration card or online registration and return the registration to Acer within ten (10) days after date of purchase. For Products in which the registration form has been preloaded onto your computer system, please return the registration electronically. To register other products, please complete the enclosed registration card.

C • Warranty Limitation; Exclusions; Exclusive Remedies

This Limited Warranty does not extend to any Product not purchased from Acer or from an Acer Authorized Reseller. The product ("Product") you have purchased may include one or more components previously installed in a product that was returned after sale and possible use. This Limited Warranty also does not extend to any Product that has been damaged or rendered

defective (a) as a result of use of the Product other than for its normal intended use, failure to use the Product in accordance with the User's Manual that accompanies the Product, or other misuse, abuse or negligence to the Product; (b) by the use of parts not manufactured or sold by Acer; (c) by modification of the Product; (d) as a result of service by anyone other than Acer or an Acer Authorized Service Provider; or (e) improper transportation or packing when returning the Product to Acer or an Acer Authorized Service Provider; (f) improper installation of third-party products (e.g. memory cards).

This Limited Warranty does not extend to expendable parts. Expendable parts are those items that during the normal course of product usage will require periodic replacement, e.g., printer cartridges, notebook batteries, etc.

Regarding Acer-supplied software that accompanies the Product, Acer warrants the "hard copy" media, e.g., diskettes, CD-ROMs upon which this software is delivered to be "free from defects and workmanship" for a period of 30 days after the date of purchase by the end user. In the event that you receive defective media, Acer will replace the defective media at no charge to you. Media is not covered if abused, neglected or damaged by the user. It is the responsibility of the user to back up all software supplied on the hard drive.

Except for this media warranty, this software is provided "As Is" and Acer disclaims any and all warranties, expressed or implied, including but not limited to any implied warranty of non-infringement of third-party rights, merchantability or fitness for a particular purpose. Acer does not warrant that the operation of this software will be uninterrupted or error-free, or that this software will meet your requirements.

Add-on Components (HDD, CD-ROM, Sound Cards, etc.) purchased from Acer and not installed in an Acer system are covered by a limited warranty as defined on the Warranty Card which comes with the component. For components purchased from Acer or an Acer Authorized Reseller and installed in an Acer system which are defined as "Supported" on Acer's Qualified Vendor List, Acer will provide warranty technical support and part replacement service for the duration of the system warranty. The warranty service provided on these supported components will be equal to the warranty service in effect on the system on which the components are installed. Proof of purchase from Acer for all components is required. You may verify what components are defined as "Supported" on the Acer Qualified Vendor List by contacting your Acer Authorized Reseller or Distributor or by calling Acer Technical Support.

Acer is not responsible for damage to or loss of any programs, data or removable storage media. You are responsible for saving (backing up) any programs, data or removable storage media.

EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, ACER DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE TERMS OF THIS LIMITED WARRANTY. IN NO EVENT SHALL ACER BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR BASED ON A WARRANTY,

ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE PRODUCT OR ANY ACER-SUPPLIED SOFTWARE THAT ACCOMPANIES THE PRODUCT, EVEN IF ACER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR, REPLACEMENT OR REFUND, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN IS YOUR SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY BREACH OF THE ACER LIMITED WARRANTY SET FORTH HEREIN.

Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some states or provinces do not allow limitations on how long an implied warranty lasts. In such states and provinces, the exclusions or limitations of this Limited Warranty may not apply to you.

This Limited Warranty gives you specific legal rights. You may also have other rights that vary from state to state. You are advised to consult applicable state and provincial laws for a full determination of your rights.

D • Obtaining On-Site Warranty Service *

If you purchased Product that is covered by on-site warranty service (as defined in the Warranty Reference Table) in the continental United States, Canada, Hawaii, Alaska, or Puerto Rico and the Product is located in the continental United States, Canada, or limited areas of Hawaii, Alaska or Puerto Rico, you are entitled to on-site repair service during the warranty period subject to the following terms and conditions:

- 1 •** In limited areas of Hawaii, Alaska, Puerto Rico, or Canada response times may vary considerably depending on the availability of third party service providers on these locations. For Product locations not covered by on-site service, Carry-In or Mail-In warranty service is provided. Response is defined as telephone contact between the Acer Authorized Service Provider and the end user for the purpose of identifying the repair issue and establishing a repair appointment.
- 2 •** On-site service is available only for Product located within 100 miles (in U.S.) or 160 km (in Canada) of the location of a third party authorized by Acer to perform on-site service ("Acer Service Center"). See the Warranty Reference Table and 4 below.
- 3 •** Before contacting Acer, please run the Hardware Diagnostics. This will help us provide you with better quality support. You can run the Hardware Diagnostics directly from the Acer Service Center or proceed as follows:
 - a •** With your computer powered on, place the Aspire Software Library and Recovery CDs in the CD-ROM drive.
 - b •** Go to the Start Menu, and select Shutdown to restart the computer.
 - c •** After the computer has rebooted, select Diagnostics.
 - d •** Select "Q" for Quick Test. This test will take approximately 10 minutes.
 - e •** Record all results.

These simple steps will help the technician better determine the cause of your problem. You must contact the Acer Technical Support at 1-800-938-2237 between 6 a.m. and 10 p.m. Pacific Time.

- 4 •** Acer will attempt to resolve warranty issues over the telephone. If telephone resolution is not possible, Acer will require your assistance in performing routine

diagnostic procedures. At Acer's discretion, if necessary, an Acer third party will be dispatched to your site to perform repair services as directed by Acer.

- 5 •** You must provide Acer or the Acer Authorized Service Provider with proof of the place and date of purchase.

* Does not apply worldwide

E • Obtaining Replacement Warranty Service *

If you purchased Product that is covered by replacement warranty service (as defined in the Warranty Reference Table) in the United States or Canada, you are entitled to replacement repair service during the warranty period subject to the following terms and conditions:

- 1 •** Replacement service is available only for Product purchased and located in the United States or Canada.
- 2 •** Before contacting Acer, please run the Hardware Diagnostics. This will help us provide you with better quality support.
- 3 •** Acer will attempt to resolve warranty issues over the telephone. If telephone resolution is not possible, Acer will require your assistance in performing routine diagnostic procedures. At Acer's discretion, if necessary, a replacement Product (which may be a factory-refinished product but which will be covered by the remainder of your original warranty period) will be shipped to your site with freight prepaid by Acer. You will be required to return the original Product and identify it with the Return Materials Authorization (RMA) number issued by Acer.
- 4 •** Acer will make commercially reasonable efforts to provide you second-business-day replacement of the Product, provided the order is received by Acer prior to 2:00 p.m. Pacific Time.
- 5 •** You are required to return the original Product within ten (10) days of receipt of the replacement Product. Prior to shipment of the replacement Product, you must provide a credit card as security.
- 6 •** If you desire to have your Product repaired rather than replaced (i.e. exchanged), you may request Acer to perform an equipment repair. You must contact the Acer Customer Service Center at 1-800-938-2237 between 6 a.m. and 10 p.m. Pacific Time.

* Does not apply worldwide

F • Obtaining Carry-In or Mail-In Warranty Service *

If you purchased Product that is covered by Carry-In or Mail-In warranty service (as defined in the Warranty Reference Table) in the continental United States, Canada, Alaska, Hawaii or Puerto Rico, you are entitled to Carry-In or Mail-In service during the warranty period subject to the following terms and conditions:

- 1 •** Carry-In or Mail-In repair service is available for Product purchased and located in the continental United States, Canada or in limited areas of Alaska, Hawaii or Puerto Rico.
- 2 •** Before contacting Acer, please run the Hardware Diagnostics. This will help us provide you with better quality support.
- 3 •** Acer will attempt to resolve warranty issues over the telephone. If telephone resolution is not possible, Acer will require your assistance in performing

routine diagnostic procedures. Acer will then issue you a Return Materials Authorization (RMA) Number to be used as a means of identifying the Product returned.

- 4 • Carry-In service may take place at any of the Acer Authorized Service Centers or Acer America Service Depots. Mail-In service must take place by returning the Product to Acer at the Temple, Texas, or Toronto, Ontario, service depots. You must prepay any shipping charges, export taxes, custom duties and taxes or any other charges associated with transportation of the Product. In addition, you are responsible for insuring any Product shipped or returned. You assume the risk of loss during shipment.
- 5 • Use the original shipping and packing materials and include a description of the Product symptom. The Return Materials Authorization (RMA) Number must be placed on the exterior shipping container.
- 6 • You must provide Acer with proof of the place and date of purchase.

* Does not apply worldwide

G • Additional Information

You may request additional information on how to obtain warranty services by contacting any Acer Authorized Service Provider. Please refer to Acer Information Center installed on your PC for a complete list of Acer Authorized Service Providers.

Garantie Limitée Sur Les Produits

Acer dans l'effort de fournir des ordinateurs de qualité et de performance supérieures, soumet tous ses ordinateurs et les composants à des procédures d'essais et d'inspection approfondis. Les installations de fabrication de Acer ont obtenu le certificat de normes de qualité internationale ISO-9000. Le produit ("Produit") que vous venez d'acheter peut comporter un ou plusieurs composants provenant d'un produit qui aurait été retourné après la vente et éventuellement utilisé. Avant qu'un composant ne puisse être réutilisé dans un ordinateur ACER qui sera mis en vente, il doit être soumis à des procédures d'essais, d'inspection et de qualité rigoureuses. Nous tenons à réitérer le fait que ce Produit et ses composants sont conformes aux normes établies par les procédures d'essais, d'inspection et de qualité de Acer gérant tous nouveaux produits et qu'ils sont donc entièrement endossés par la garantie limitée de Acer.

A • Garantie limitée de Acer

Acer garantit que le produit que vous venez d'acheter auprès de Acer ou d'un revendeur agréé par Acer aux Etats-Unis ou au Canada ne comporte aucun vice de matériau ou de main d'oeuvre sous des conditions normales d'usage pendant la période de la garantie relative au Produit telle que définie dans le tableau de référence de garantie. La période de garantie entre en vigueur à compter de la date d'achat. Votre facture initiale (ou reçu) d'achat indiquant la date de l'achat du Produit est la preuve de la date de l'achat. Cette garantie ne concerne que vous, l'acheteur initial et n'est transférable à quiconque qui achèterait, louerait ou obtiendrait le Produit de quelque façon que ce soit et exclut les pièces consommables.

Au cours de la garantie, Acer se chargera gratuitement de réparer ou remplacer le matériel défectueux par des pièces ou produits remis en état à l'usine. Toutes

pièces ou tous produits échangés conformément à la garantie deviennent la propriété de Acer.

n cas de défauts du Produit en matériau et fabrication pendant la période de garantie stipulée par la garantie, Acer offrira les services de garantie applicables au Produit tel que définis dans le tableau de référence de garantie.

B • Enregistrement

Afin d'obtenir rapidement une réponse à votre demande de service, veuillez remplir la carte d'enregistrement de garantie de Acer ou selon le cas, vous enregistrez en ligne et renvoyer l'enregistrement à Acer dans les dix (10) jours après la date d'achat. Pour les produits dont le formulaire d'enregistrement a été préchargé sur votre système, veuillez effectuer l'enregistrement électroniquement. Pour enregistrer d'autres produits, veuillez remplir la carte d'enregistrement incluse.

C • Limites de la garantie; Exclusions; Solutions exclusives

Cette garantie limitée ne couvre pas les autres produits qui ne seraient pas vendus par Acer ou un revendeur agréé. Elle ne couvre pas non plus les produits qui auraient été endommagés ou rendus défectueux (a) suite à une utilisation anormale du Produit qui serait contraire à l'intention initiale d'usage, au non respect des instructions stipulées dans le Guide d'utilisateur du Produit ou tout abus ou négligence subie par le Produit; (b) suite à l'utilisation de pièces qui ne seraient pas fabriquées ou vendus par Acer; (c) suite à des modifications apportées au Produit; (d) suite à une réparation qui n'aurait pas été effectuée par Acer ou un fournisseur de services agréé par Acer; ou (e) transport ou emballage inapproprié lors du renvoi du Produit à Acer ou un fournisseur de services agréé; (f) installation inadéquate de produits tiers (par exemple les cartes de mémoire).

Cette garantie limitée ne couvre pas les pièces consommables qui sont les éléments nécessitant d'être remplacés lors d'une utilisation normale du Produit tels que les cartouches d'imprimantes, les batteries de notebook etc.

En ce qui concerne le logiciel fourni par Acer et qui est joint au Produit, Acer garantit que le support de copie, tel que disquettes, CD-ROM sur lequel le logiciel est livré ne comporte aucun vice de matériaux et de fabrication pendant une période de 30 jours après la date d'achat par l'utilisateur. Au cas où un support défectueux vous soit livré, Acer s'engage à remplacer gratuitement le support. Ce support n'est pas garanti s'il est mal utilisé, négligé ou endommagé par l'utilisateur. Il incombe à l'utilisateur la responsabilité d'effectuer des sauvegardes de tous les logiciels installés sur le disque dur. Mise à part, la garantie relative au support, ce logiciel est fourni tel quel et Acer décline toutes garanties, expresses ou implicites y compris mais non limitées aux garanties implicites de commercialisation, adaptation à des fins particulières et en absence de contrefaçon. Acer ne garantit ni le fonctionnement sans incident ou sans interruption du logiciel, ni l'à-propos du produit pour répondre à vos besoins en matière de fonctions.

Les composants ajoutés (HDD, CD-ROM, cartes de son etc.) achetés auprès de Acer et qui ne seraient pas installés dans un système Acer sont couverts par une garantie limitée telle que stipulée sur la carte de garantie jointe aux composants. Pour les composants achetés auprès de Acer ou d'un revendeur agréé par Acer et installés dans un système Acer et qui sont définis en tant que "supportés" sur la liste des fournisseurs Acer qualifiés, Acer garantit une assistance technique et l'échange de pièces pour la période de la garantie du

système. Le service de garantie fourni sur ces composants supportés sera équivalent à la garantie en vigueur sur le système sur lequel les composants sont installés. La preuve d'achat de Acer pour tous les composants est requise. Vous pouvez vérifier les composants définis en tant que "supportés" sur la liste des fournisseurs Acer qualifiés en contactant un revendeur ou un distributeur agréé par Acer ou en appelant le service d'assistance technique de Acer.

Acer ne saurait être tenu responsable pour les dommages ou pertes de programmes, données, supports de stockage amovibles. Vous êtes responsable de sauvegarder tous programmes, données ou support de stockage amovibles.

HORMIS LES GARANTIES STIPULÉES CI-CONTRE, ACER DÉCLINE TOUTES AUTRES GARANTIES QU'ELLES SOIENT EXPRESSES OU IMPLICITES OU STATUTAIRES Y COMPRIS MAIS NON LIMITÉES AUX GARANTIES IMPLICITES DE COMMERCIALISATION OU ADAPTATION À DES FINS PARTICULIÈRES. TOUTES GARANTIES IMPLICITES QUI SERAIENT IMPOSÉES PAR LA LOI SONT LIMITÉES AUX TERMES DE CETTE GARANTIE LIMITÉE. EN AUCUN CAS, ACER NE SERAIT ÊTRE TENU RESPONSABLE DES DOMMAGES ACCESSOIRES, SPÉCIAUX OU INDIRECTS, Y COMPRIS MAIS NON LIMITÉES À LA PERTE D'AFFAIRES, DE VOS PROFITS, DONNÉES OU DE L'INCAPACITÉ D'UTILISATION, QUE CE SOIT UNE CAUSE D'ACTION STIPULÉE DANS LE CONTRAT OU DROIT CIVIL OU BASÉE SUR UNE GARANTIE, RÉSULTANT DIRECTEMENT OU CONNEXE À L'UTILISATION OU LA PERFORMANCE DU PRODUIT OU DE TOUTS LOGICIELS FOURNIS PAR ACER JOINTS AU PRODUIT, MÊME SI ACER AURAIT ÉTÉ PRÉVENU QUE DE TELS DOMMAGES PUISSENT SE PRODUIRE. VOUS ACCEPTEZ DE FAIRE RÉPARER, REMPLACER OU REMBOURSER SELON LES CLAUSES DES SERVICES DE LA GARANTIE DÉCRITS DANS CE DOCUMENT QUI SONT LES SOLUTIONS EXCLUSIVES CONFORMÉMENT À TOUTE RUPTURE DE LA GARANTIE LIMITÉE DE ACER STIPULÉE DANS LES DOCUMENTS CI-JOINTS.

Certains états ou provinces n'autorisent pas l'exclusion ou la limite des dommages accessoires ou indirects pour les produits de consommateurs et certains états ou provinces ne permettent pas de limite quant à la durée d'une garantie implicite. Dans de tels états ou provinces, les limites ou exclusions de cette garantie ne vous concernent donc pas.

Cette garantie vous confère des droits spécifiques reconnus par la loi et il se peut que vous disposiez d'autres droits variant d'un état à l'autre. Il est recommandé de consulter les lois applicables de l'état ou de la province afin de déterminer précisément ceux dont vous bénéficiez.

D • L'obtention d'un service de garantie sur site

Si vous achetez un Produit et s'il est couvert par une garantie sur site (telle que définie dans le tableau de référence de garantie) sur la zone continentale des États-Unis, du Canada, de Hawaii, de l'Alaska et de Puerto Rico et si le produit se trouve sur la zone continentale des États-Unis, du Canada ou des zones délimitées de Hawaii, Alaska ou Puerto Rico, vous pouvez bénéficier de réparations sur site pendant la période de garantie soumise aux clauses et termes suivants :

Dans les zones délimitées de Hawaii, Alaska, Puerto Rico ou du Canada, les temps de réponses peuvent varier considérablement selon la disponibilité des fournisseurs de services tiers desservant les lieux. Pour les endroits qui ne seraient pas couverts par un service sur site, un service de garantie en atelier ou par envoi postal est fourni. La réponse est définie comme contact téléphonique

entre le fournisseur de services agréé par Acer et l'utilisateur à des fins d'identification du problème et de prise de rendez-vous pour réparer le Produit.

Le service sur site n'est disponible que pour les Produits se trouvant dans les 100 miles (aux E.-U.) ou 160 km (au Canada) du lieu d'un tiers agréé par Acer pour exécuter le service sur site ("Centre de services Acer"). Reportez-vous aux informations de la section 4 ci-dessous et au tableau de référence de garantie.

Avant de contacter Acer, veuillez effectuer le diagnostic du matériel afin de nous permettre de vous offrir une meilleure assistance. Vous pouvez exécuter ce diagnostic du matériel directement à partir du centre de services Acer ou en procédant comme suit :

- a •** L'ordinateur en marche, placez le CD de récupération et de bibliothèques logicielles de Acer dans le lecteur de CD.
- b •** Allez au menu Démarrer et sélectionnez Arrêter pour relancer l'ordinateur.
- c •** Après avoir réinitialisé l'ordinateur, sélectionnez Diagnostics.
- d •** Sélectionnez "O" pour le test rapide qui s'effectuera en 10 minutes environ.
- e •** Inscrivez tous les résultats que vous confierez au technicien pour lui permettre de mieux comprendre la cause de votre problème.

Contactez le service d'assistance technique au 1-800-938-2237 entre 6 heures et 22 heures (heures normales du Pacifique).

Acer s'engage dans la mesure du possible à résoudre par téléphone toutes questions relatives à la garantie. Si ce n'est pas possible, Acer requiert alors votre assistance pour l'exécution de diagnostics de routine. Acer décidera ensuite s'il est nécessaire d'envoyer un technicien tiers de Acer sur votre site afin d'effectuer les réparations telles que stipulées par Acer.

Vous devez fournir à Acer ou au fournisseur de services agréé la preuve du lieu et de la date d'achat.

E • Obtention d'un service de garantie d'échange

Si vous achetez un Produit et s'il est couvert par le service de garantie d'échange (tel que défini dans le tableau de référence de garantie) aux États-Unis et au Canada, vous pouvez bénéficier du service d'échange pendant la période de garantie selon les modalités suivantes :

- 1 •** Le service d'échange n'est disponible que pour le Produit acheté et se trouvant aux États-Unis ou au Canada.
- 2 •** Avant de contacter Acer, veuillez exécuter les diagnostics du matériel afin d'aider le service d'assistance à répondre à vos questions.
- 3 •** Acer essaiera de résoudre les questions de garantie par téléphone. Si la résolution par téléphone est impossible, Acer demandera votre assistance pour exécuter les procédures de diagnostic. Au besoin, Acer décidera d'échanger le Produit (qui peut être un produit réparé à l'usine mais couvert par la période restante de la garantie initiale) qui sera expédié à votre site avec les frais de transport à la charge de Acer. Vous devrez demander l'autorisation de retourner le Produit initial et l'identifier avec un numéro RMA (autorisation de renvoi de matériel) émis par Acer.
- 4 •** Acer essaiera dans la mesure du possible d'échanger le Produit pour le

deuxième jour ouvrable pourvu que la commande soit reçue par Acer avant 14 hr (Heure normale du Pacifique).

• Vous devez retourner le Produit initial dans les dix (10) jours suivant la réception du Produit d'échange. Avant l'expédition du Produit d'échange, vous devez par mesure de sécurité fournir le numéro de votre carte de crédit.

Si vous souhaitez faire réparer votre Produit au lieu de l'échanger, vous pouvez demander à Acer d'effectuer ladite réparation. Contactez dans ce cas, le centre de services clients Acer au numéro suivant 1-800-938-2237 entre 6 et 22 hr (heures normales du Pacifique).

F • Obtention des services de garantie en atelier ou par envoi postal

Si vous achetez un Produit couvert par les services de garantie en atelier ou par envoi postal (tels que définis dans le tableau de référence de garantie) dans la zone continentale des États-Unis, du Canada, de l'Alaska, de Hawaii et de Puerto Rico, vous êtes en droit de bénéficier du service en atelier ou par envoi postal pendant la période de garantie conformément aux modalités suivantes :

- 1 • Le service de réparation en atelier ou par courrier est disponible pour le Produit acheté et se trouvant sur la zone continentale des États-Unis, du Canada ou des zones délimitées de Hawaii, Alaska ou Puerto Rico.
- 2 • Avant de contacter Acer, veuillez exécuter le programme de diagnostics du matériel afin de nous aider à répondre à vos problèmes.
- 3 • Acer s'engage dans la mesure du possible à résoudre par téléphone toutes questions relatives à la garantie. Si ce n'est pas possible, Acer requiert alors votre assistance pour l'exécution de diagnostics de routine. Acer émettra ensuite un numéro RMA (autorisation de renvoi de matériel) afin d'identifier distinctement le produit retourné.
- 4 • Les services en atelier peuvent s'effectuer auprès de n'importe quel centre de service agréé par Acer ou dépôt de service de Acer America. Le retour par courrier doit s'effectuer en retournant le Produit à Acer à Temple en Texas ou à Toronto au Canada (dépôts de services). Les frais d'expédition, taxes d'exportation, frais douaniers et autres frais relevant du transport du Produit sont à votre charge. En outre, vous êtes responsable de l'assurance du Produit expédié ou retourné. Vous assumez le risque de perte pendant l'expédition.
- 5 • Utilisez les matériaux d'emballage et d'expédition originaux et joignez une description des symptômes du Produit. Le numéro du RMA (autorisation de renvoi de matériel) doit être apposé sur le conteneur d'expédition.
- 6 • Vous devez fournir à Acer la preuve du lieu et de la date de l'achat du Produit.

G • Informations supplémentaires

Vous pouvez obtenir de plus amples informations sur les services de garantie en contactant un fournisseur de service agréé par Acer. Vous pouvez contacter Acer directement pour tous renseignements supplémentaires ainsi que pour obtenir l'adresse du fournisseur le plus proche de chez vous en écrivant à :
Customer Service Center
Acer America Corporation
P. O. Box 6137
Temple, TX 76503

FCC Statement

FCC Class B Radio Frequency Interference Statement

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- 1 • Reorient or relocate the receiving antenna.
- 2 • Increase the separation between the equipment and receiver.
- 3 • Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4 • Consult the dealer or an experienced radio/television technician for help.

Notice 1:

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Notice 2:

Shielded interface cables, if any, must be used in order to comply with the emission limits.

Fax/Modem and FCC Compliance

This equipment complies with Part 68 of the FCC Rules. On this equipment is a label that contains, among other information, the FCC registration number for this equipment. You must, upon request, provide this information along with the Ringer Equivalence Number (REN) of 0.8, to your telephone company.

If your telephone equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify in advance. But, if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect proper operation of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

The FCC prohibits this equipment to be connected to party lines or coin-telephone service.

In the event that this equipment should fail to operate properly, disconnect the equipment from the phone line to determine if it is causing the problem. If the problem is with the equipment, discontinue use and contact your dealer or vendor.

The FCC also requires the transmitter of a FAX transmission be properly identified (per FCC Rules Part 68, Sec. 68.381 (c) (3)).

Acer Year 2000 Compliance Statement

This product is Year 2000-compliant and carries the "NSTL Hardware Tested Year 2000 Compliant" logo. This product has been tested both by Acer's internal test labs and NSTL using NSTL's YMARK2000 certification test. These tests certify that the product will successfully make the year 2000 transition.



For more details, check the Acer Year 2000 Resource Center at <http://www.acer.com/year2000>

CD-ROM Safety Warning

DANGER Invisible radiation when open. Avoid exposure to beam.

VORSICHT Unsichtbare Laserstrahlung wenn geöffnet. Nicht in den Strahl sehen.

ATTENTION Radiation du faisceau laser invisible. En cas d'ouverture. Eviter toute exposition aux rayons.

VARO Avattaessa olet alttiina näkymättömälle lasersäteilylle älä katso säteeseen.

WARNING! Osynlig laserstråling när denna del är öppnad. Stirra ej in i strålen.

ADVARSEL Laserstråling ved åbning. Se ikke ind i strålen.

CLASS 1 LASER PRODUCT
APPAREIL A LASER DE CLASSE 1
LASER KLASSE 1
LOUKAN 1 LASERLAITE
PRODUIT LASER
CATEGORIE 1

Caution on Lithium Batteries

CAUTION Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.

ADVARSEL! Lithiumbatteri - Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Léver det brugte batteri tilbage til leverandøren.

ADVARSEL Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

WARNING Eksplosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera anvant batteri enligt fabrikantens instruktion.

VAROITUS Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan laitevalmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

VORSICHT! Explosionsgefahr bei unsachgemäßen Austausch der Batterie. Ersatz nur durch denselben oder einem vom Hersteller empfohlenem ähnlichen Typ. Entsorgung gebrauchter Batterien nach Angaben des Herstellers.

Take a moment now and note the following important information about your system:

Part Number - PN _____

DS# _____

Date of purchase _____

You may be asked this information when you do the following:

1. First start your computer
2. Call Acer Technical Support
3. CPR your system
4. Visit Acer website support area
5. Order parts, accessories, and upgrades

Note: system part number and DS# are located on the side of your computer or inside the front panel. Before you call Acer Technical Support, make sure to run The Aspire Recovery and Diagnostics CD.

PN/XXXXXXXX

**Barcode goes
here**